

THE NATIONAL SUICIDE PREVENTION LIFELINE

BACK TO BASICS: HOW OUR CALLS ARE ROUTED



THE LIFELINE PHONE SYSTEM

The Lifeline network was designed to connect callers with local crisis centers, by using a phone system that routes calls based on the caller's phone number.

01 WHAT HAPPENS AT THE LIFELINE?

When someone calls 1-800-273-TALK, they will hear our automated message. As that message plays, our phone system 'reads' the caller's phone number (area code and exchange), and based on that information, will route the call to the closest crisis center.

The call will ring for 30 seconds, before our phone system will route that call to a backup center.



02 WHAT HAPPENS AT THE CENTER?

Each crisis center picks their coverage area (which can be defined by zip code, area code, county, or even state), and their hours of operation. If someone calls from your chosen coverage area, during your hours of operation, that call will be sent to your center.

03 WHAT DOES THE CALLER HEAR?



"You have reached the National Suicide Prevention Lifeline, also serving the Veterans Crisis Line. Para español, oprima numero dos. If you are in emotional distress or suicidal crisis, or are concerned about someone who might be, we are here to help. If you are a US military veteran or a current service member, or calling about one, please press 1 now. Otherwise, please hold while we route your call to the nearest crisis center in our network."

04 CALL FLOW



Caller dials 1-800-273-TALK



If the caller does not press a prompt, they are routed to their local crisis center



If the local center is unable to answer, the call is routed to our national backup network



If the caller presses "1" they are routed to the Veterans Crisis Line



If the caller presses "2" they are routed to the Spanish sub-network

LEARN MORE

To learn more about the Lifeline, please visit www.suicidepreventionlifeline.org

